

FIG. 1

200

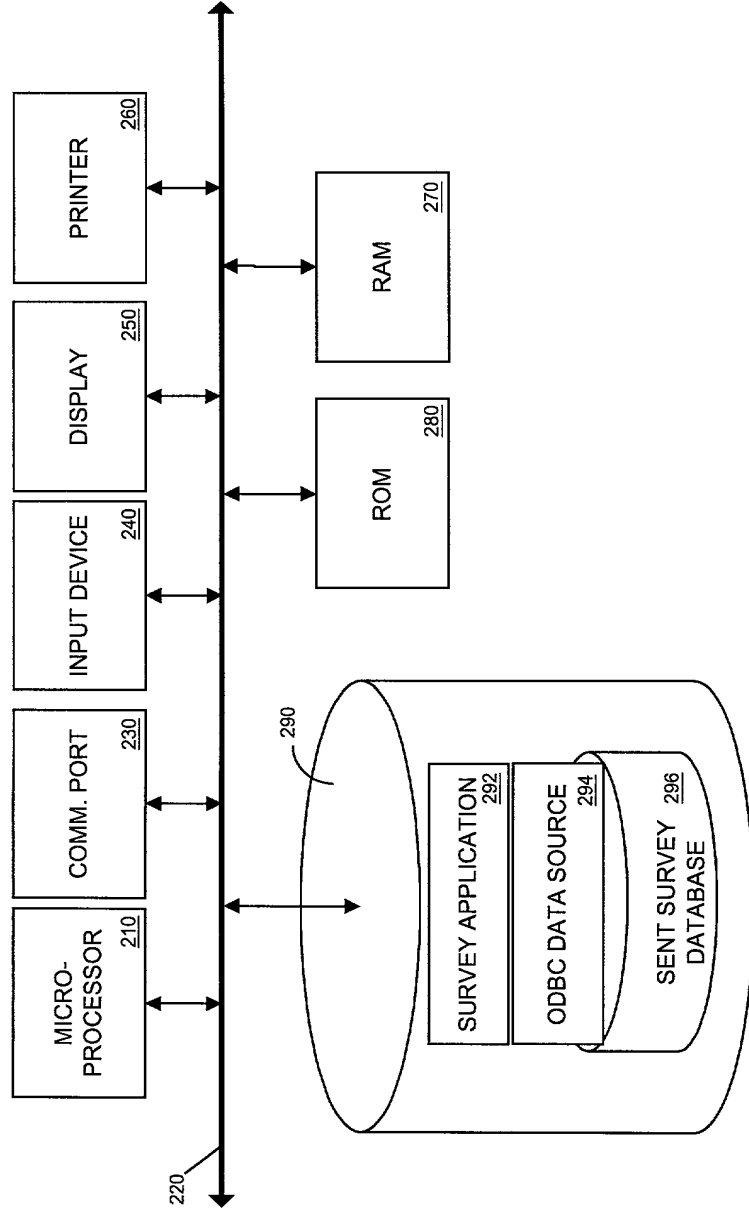


FIG. 2

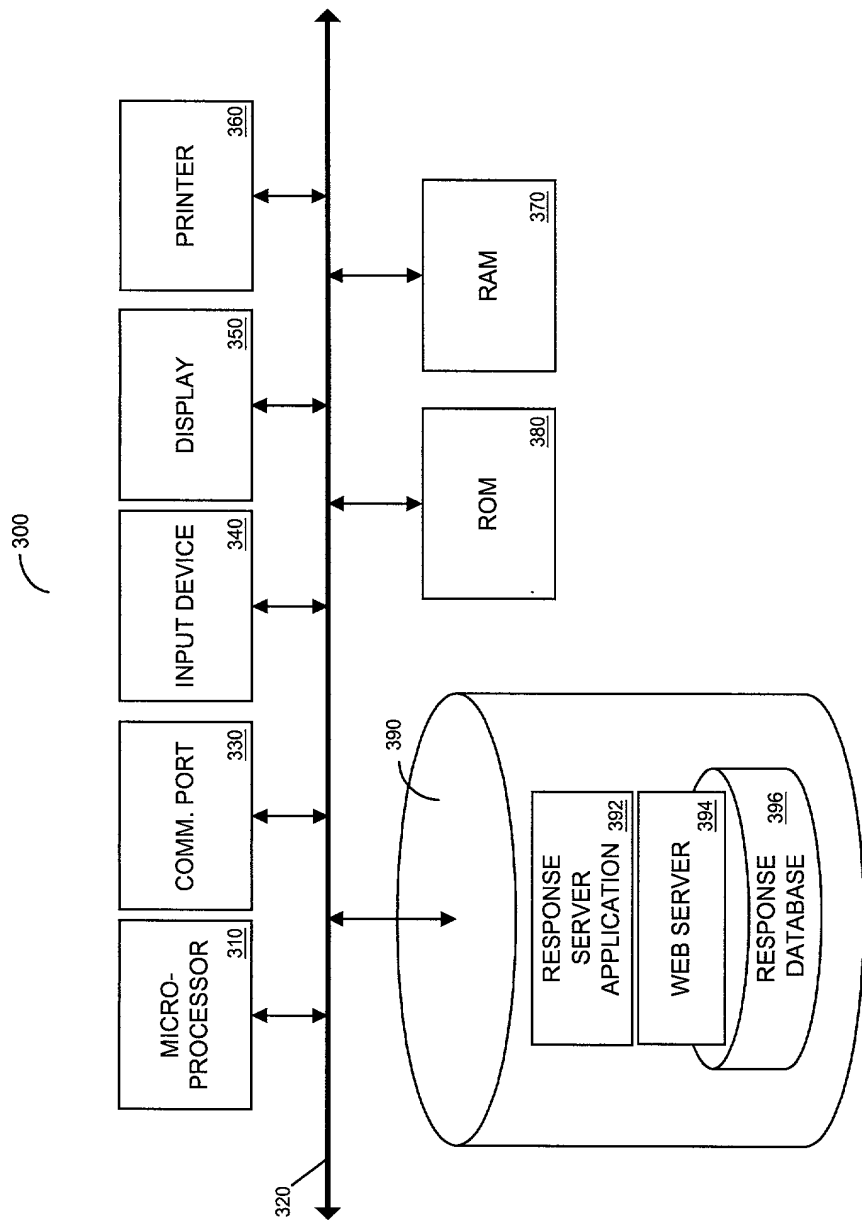


FIG. 3

400

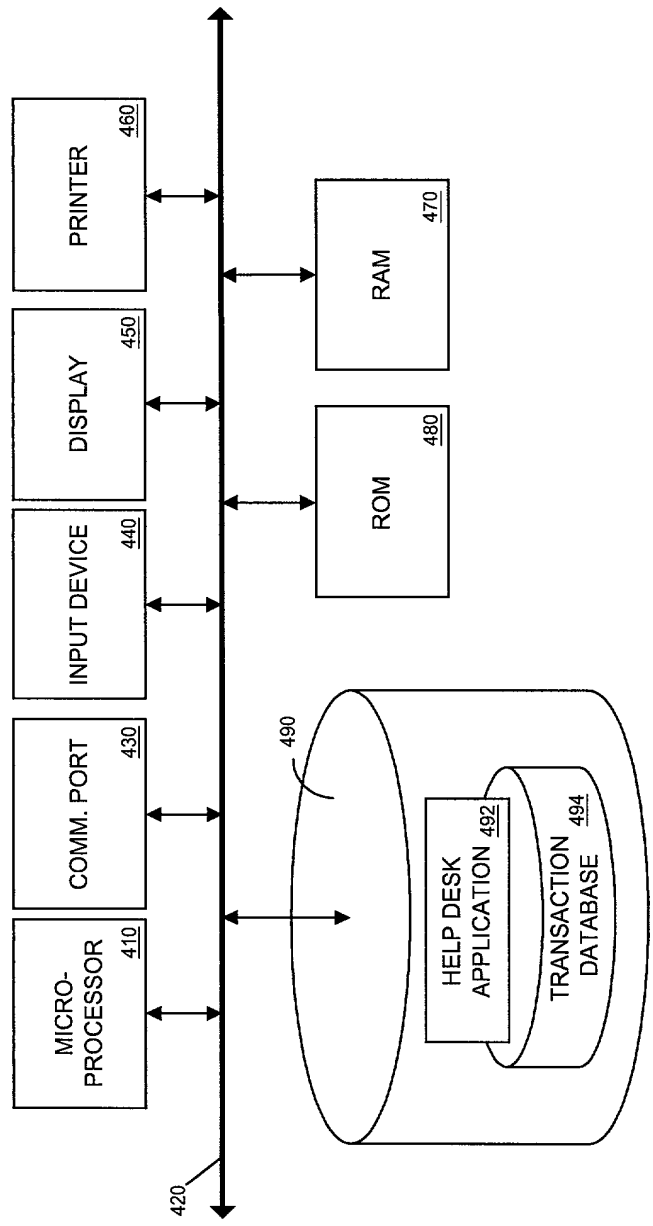


FIG. 4

500

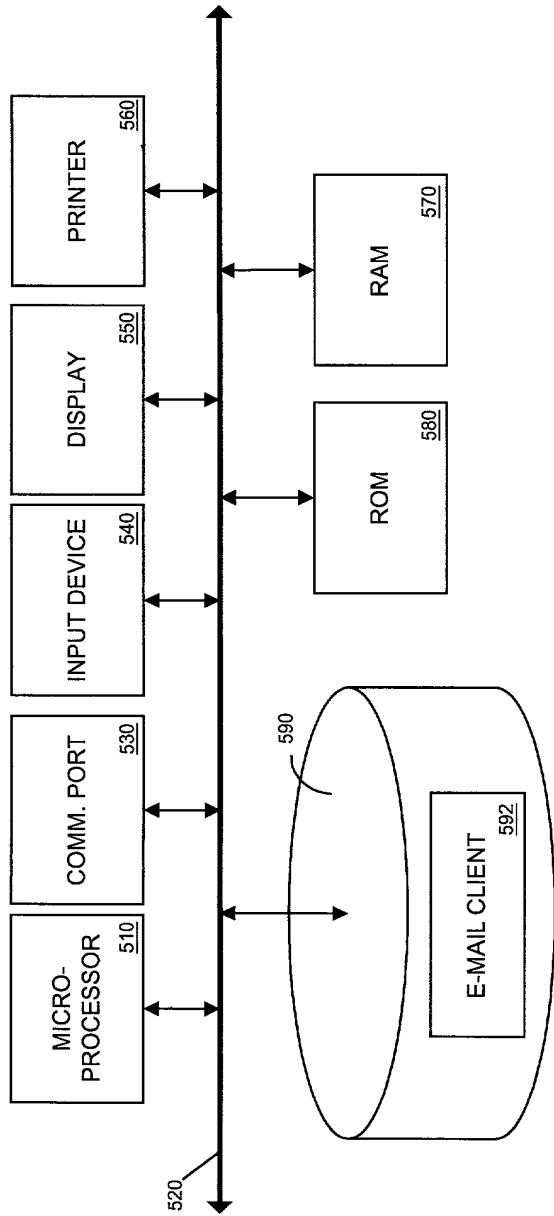


FIG. 5

296 →


RESPONDENT ADDRESS ⁶⁰¹	TRANSACTION ID ⁶⁰²	TRANSACTION SERVER ID ⁶⁰³	SENT SURVEY ⁶⁰⁴	DATE SENT ⁶⁰⁵
AA@MAIL.COM	T07	HD01	SURVEY1	9/1/01
AA@MAIL.COM	T119	HD01	SURVEY1	9/17/01
AA@MAIL.COM	T07	HD08	SURVEY5	8/16/01
BB@MYMAIL.COM	T07	S03	SURVEY1	1/10/01
CC@POST.COM	T1473	S10	SURVEY7	7/24/01

FIG. 6

396

TRANSACTION ID 701	TRANSACTION SERVER ID 702	SURVEY ID 703	RESPONSES 704	COMMENTS 705
T07	HD01	SURVEY1	Q1:1; Q2:3; Q3:1; Q4:Y	NONE
T07	HD08	SURVEY5	Q1:Y; Q2:N; Q3:Y; Q4:Y	TECHNICIAN SMITH
T07	S03	SURVEY1	Q1:4; Q2:5; Q3:5	EXCELLENT SERVICE
T119	HD01	SURVEY1	Q1:4; Q2:1; Q3:2; Q4:N; Q5:Y	NONE

FIG. 7

494 

TICKET ID 801	DATA AND TIME OPENED 802	PROBLEM 803	RESOLUTION 804	DATE AND TIME CLOSED 805	CLIENT 806
T07	8/17/01 9:31:41	CAN'T CONNECT TO SERVER	REPLACED NETWORK CARD	8/18/01 19:01:08	AA@MAIL.COM
T119	8/31/01 16:10:01	SYSTEM WON'T BOOT	RE-INSTALLED OPERATING SYSTEM	9/2/01 9:45:42	AA@MAIL.COM

FIG. 8

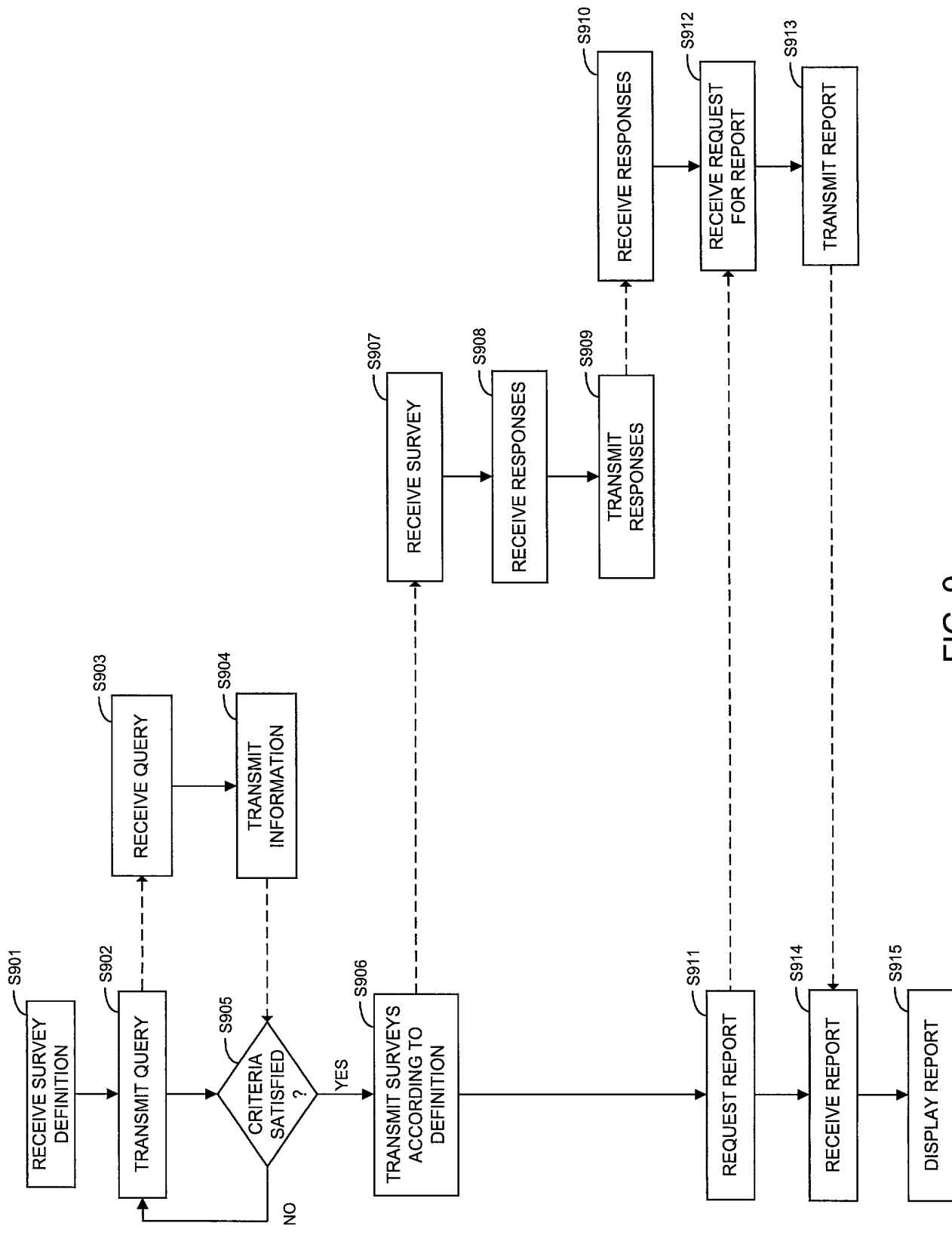


FIG. 9

250

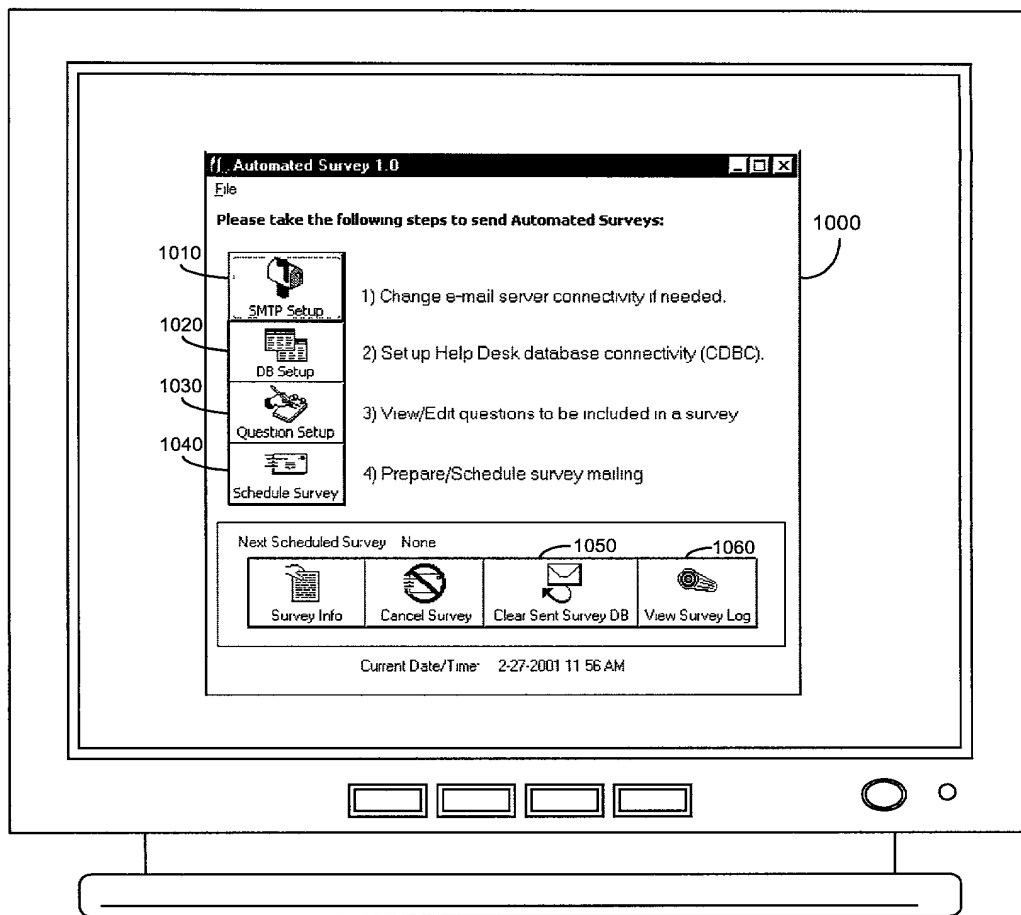


FIG. 10

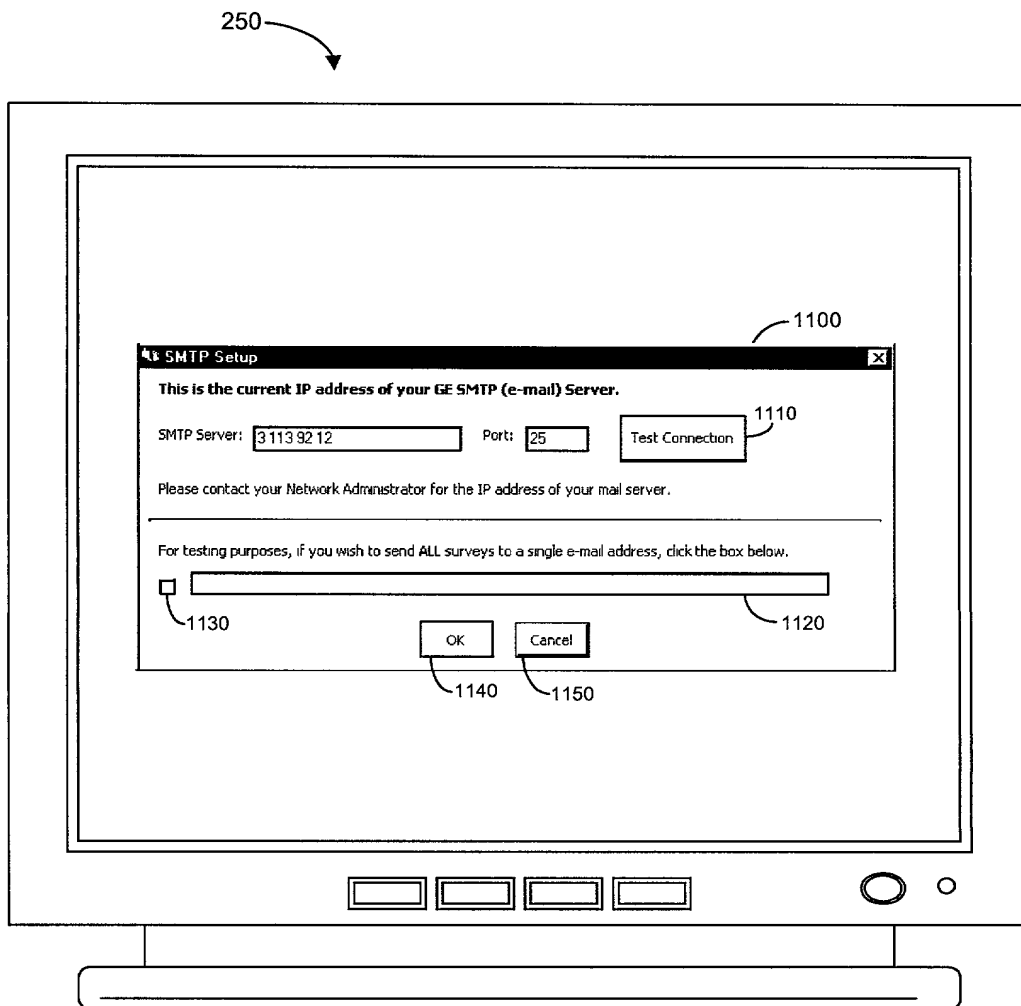


FIG. 11

250

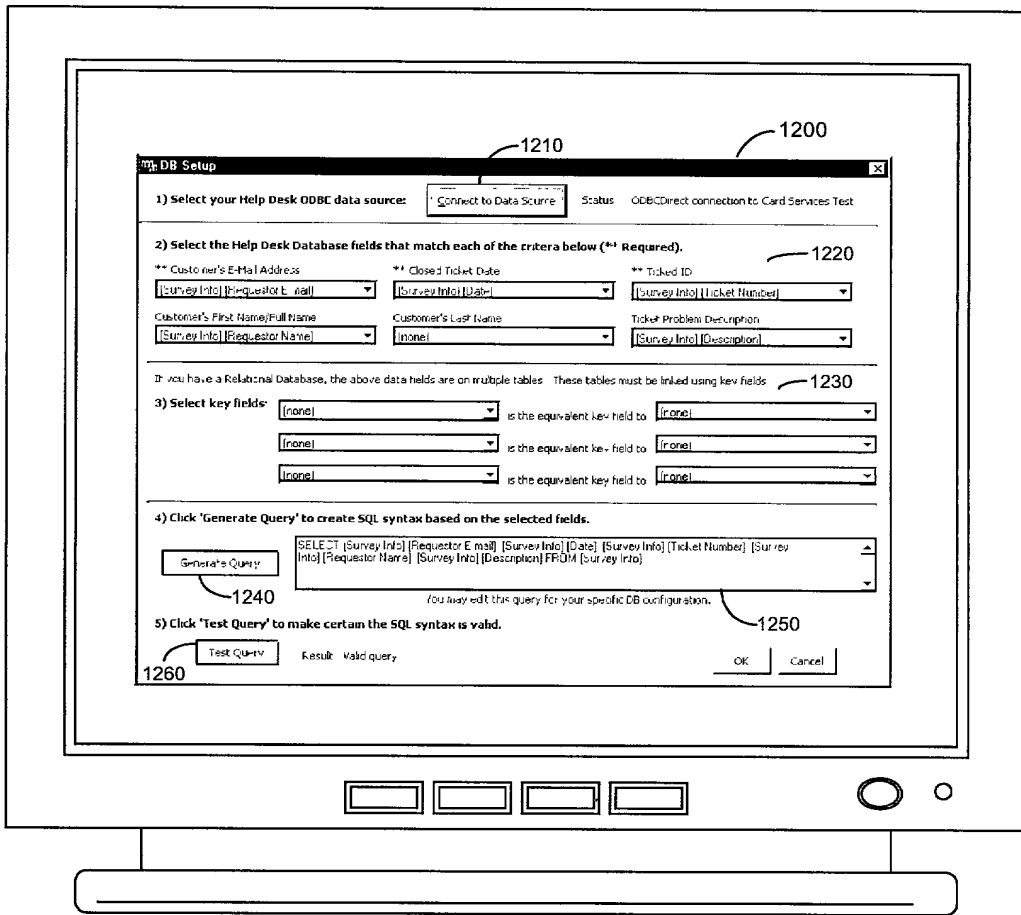


FIG. 12

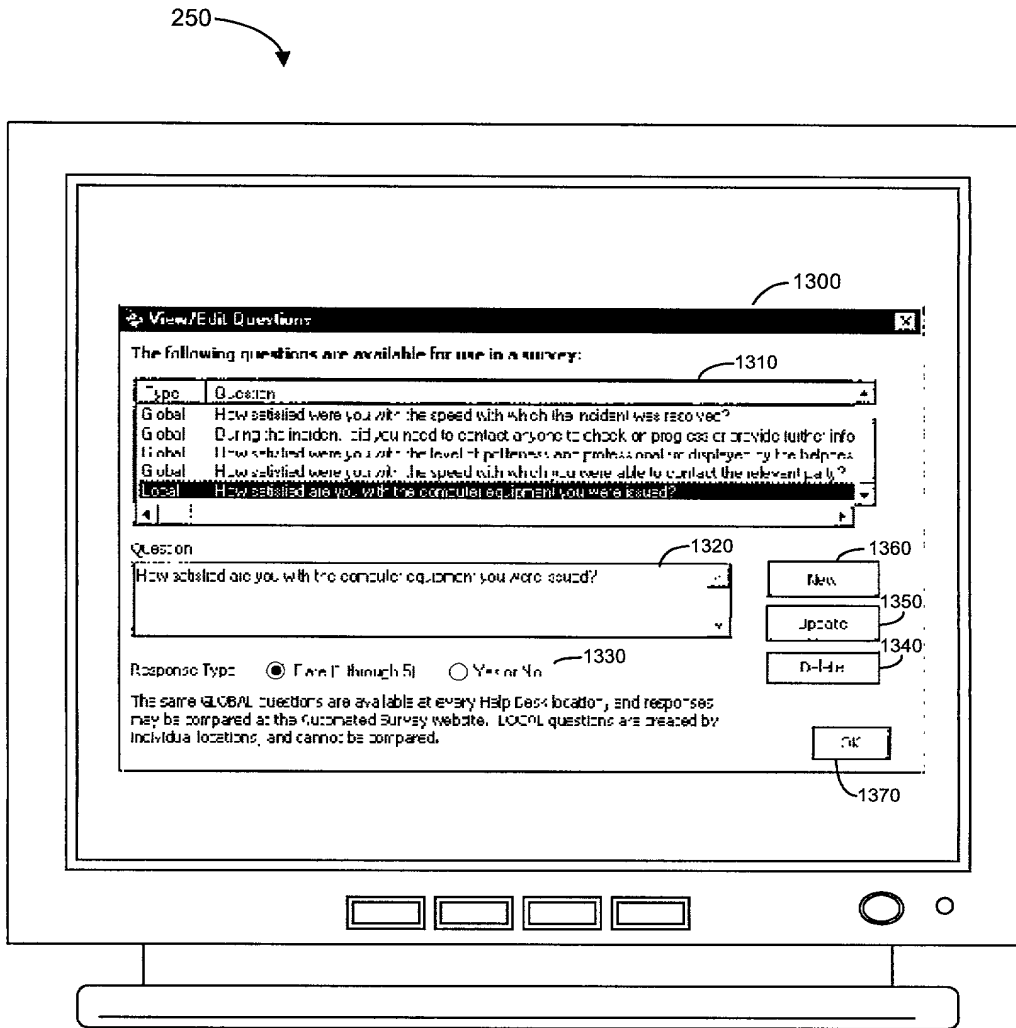


FIG. 13

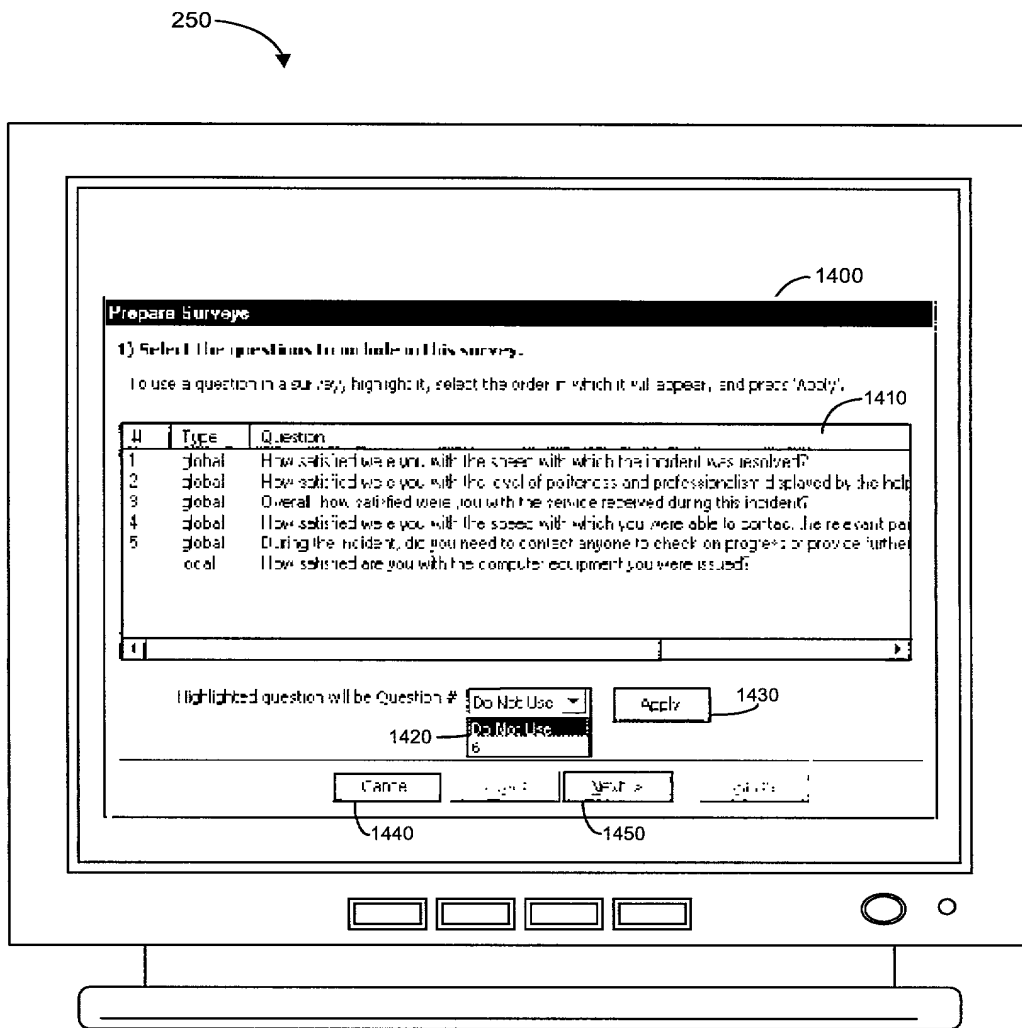


FIG. 14

250

1500

Prepare Surveys

2) Select your location: USA - Stamford - Card Services

Users will receive a survey based on the date that their help desk ticket was closed.

3) Select closed tickets between:

January 1, 2000 and February 27, 2001

4) For users with the above closed ticket dates, randomly select 5 % to receive a survey.

Cancel < Back Next > Finish

FIG. 15

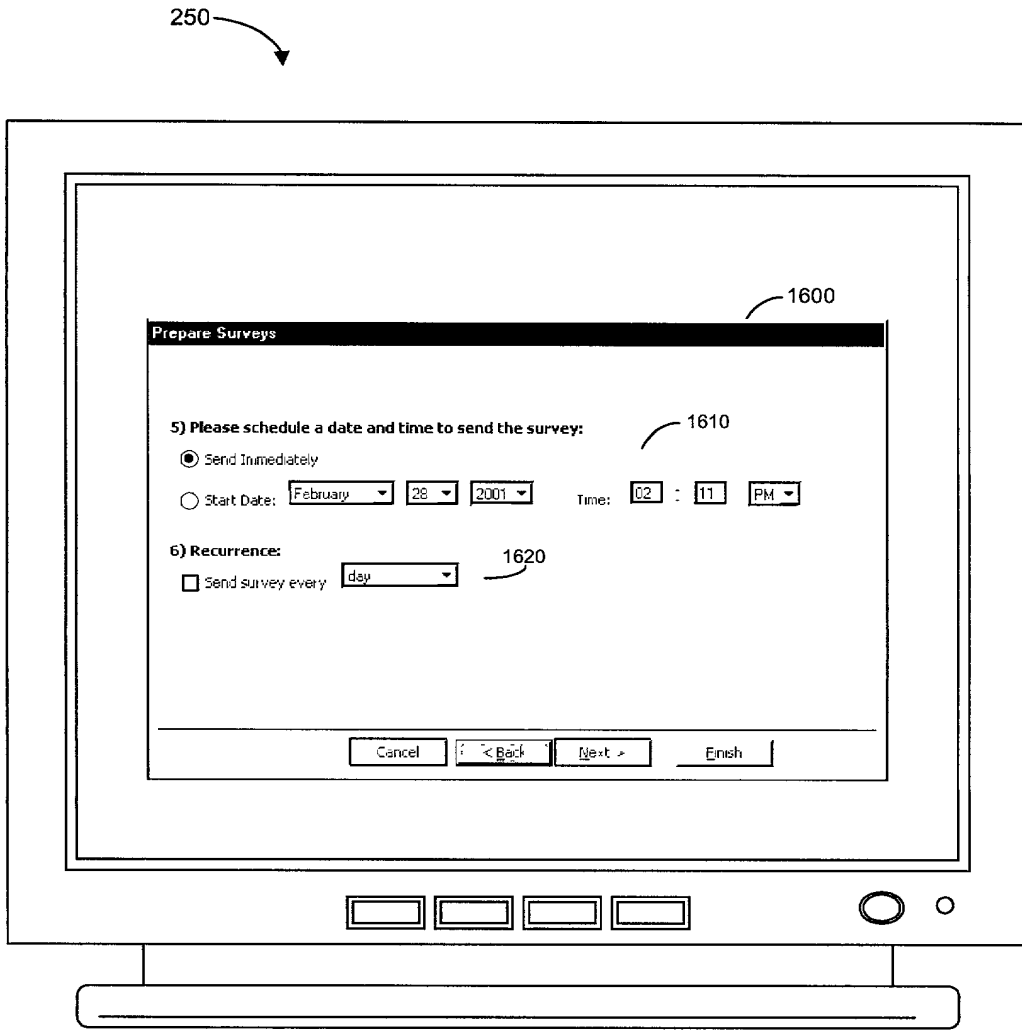


FIG. 16



You have selected the following settings for your survey:

Randomly survey 5% of users with closed tickets between January 1, 2000 and February 28, 2001.

Click 'Finish' to Create Surveys.

Finish

-1710

FIG. 17



FIG. 18

250

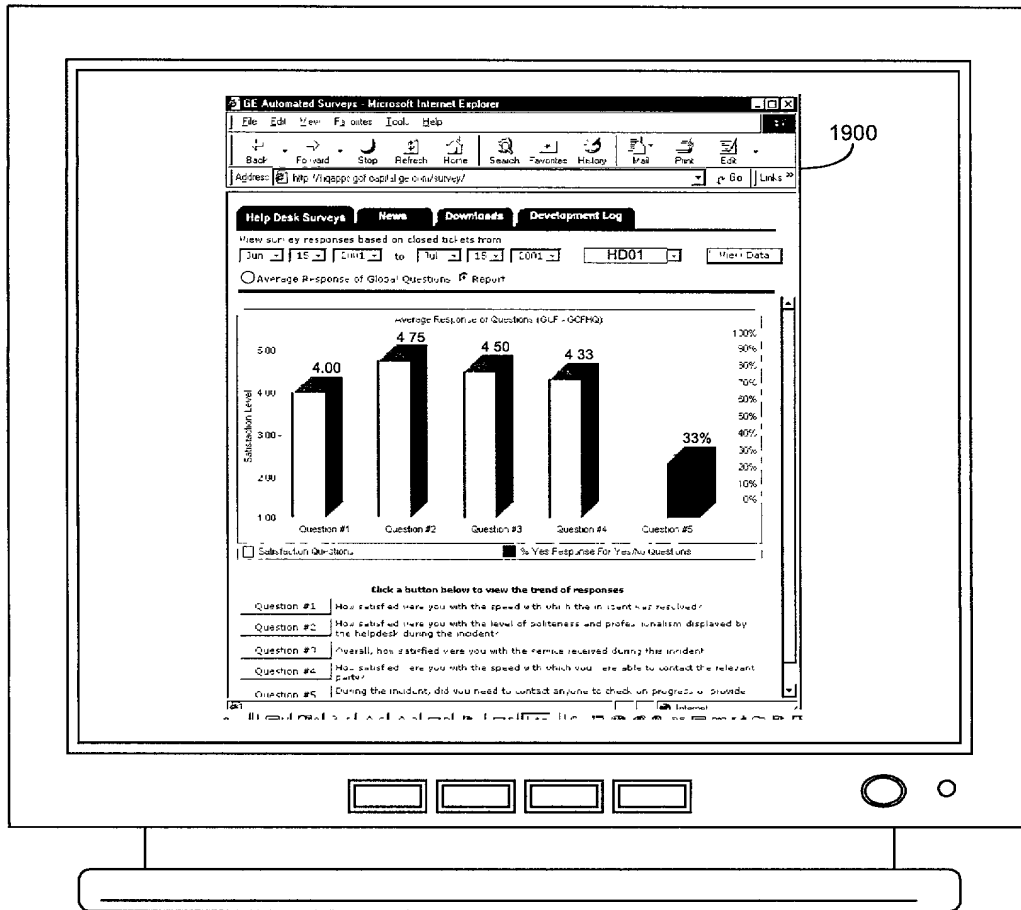


FIG. 19